

**VA**



U.S. Department  
of Veterans Affairs

# VA SSVF Program Participant Satisfaction Survey

## Quarterly Report Review and Updates

March 11, 2022

[Link to Audio](#)



## PRESENTERS

- Rico Aiello, SSVF Compliance Project Coordinator
- Mike Boyd, SSVF Regional Coordinator
- Katie Morrissett, SSVF Regional Coordinator
- Robert O'Donnell, SSVF Program Manager, Economic Opportunity Council of Suffolk, Inc.
- Rachel Runfola, Director, Veteran Programs, Community Service Council



# AGENDA

- Satisfaction Survey Goals
- Key Roles
- Lessons Learned
- 1<sup>st</sup> Quarter Report Error
- Emerging Best Practices
- SSVF Grantees' Best Practices
- Resources
- Q&A



# VA SSVF PROGRAM SATISFACTION SURVEY

## Goals – As of October 12, 2021

- Monitor and enhance the Veteran experience from the VA and Grantees
- Register all Veterans to participate in the confidential Satisfaction Survey
- Capture quantitative and qualitative Veteran survey response data to glean actionable insights
- Share best practices, seek opportunities to enhance services, and resolve challenge areas
- Continuously improve the registration -> survey -> data reporting process year over year



# KEY ROLES

- VA SSVF Program Office
  - Administers survey registration, survey (online and phone), data reporting and recommendations
- Regional Coordinators
  - Facilitate key messaging to Grantees, and elevate Grantee feedback and observations to the Program Office
  - Monitoring registration data -All Veterans enrolled are registered (except HUD VASH packet referrals)
- Grantees
  - Grantee staff and subcontractors register the Veteran just before service conclusion (T-30 days)
- Veteran
  - Shares their thoughts through a less than 15-minute confidential survey (multiple choice and open ended)



## 1<sup>ST</sup> QUARTER CUSTOMER SATISFACTION REPORTS LESSONS LEARNED

- During registration survey times out after 30 minutes for security purposes.
- Emails and/or text messages are currently being sent to Veterans at 9:15 am and 3:15 EST.
- The veteran receives an email invite and two reminders.
- Once a survey is submitted, you cannot go back.
- The survey does not expire and the Veteran can complete at anytime after receiving the link.



## 1<sup>ST</sup> QUARTER CUSTOMER SATISFACTION REPORTS LESSONS LEARNED

- The online survey can be started and stopped at anytime prior to hitting the finish button. Back button is not available.
- Yes there is a “thank you” or confirmation screen that clients receive after they submit their results
- PDF and test survey link coming soon
- No coverage on Federal holidays.
- Survey changes – shorter, understandable, easier and simple.



## 1<sup>ST</sup> QUARTER REPORT ERROR

- Feedback from several SSVF Grantee staff and an internal review
- Questions 6, 7 and 8, regarding satisfaction with staff, due to a labeling error, the data was labeled inaccurately.
- We sincerely apologize for the error and any impact this has caused on SSVF staff. **The corrected 1<sup>st</sup> Quarter survey will be issued on approximately March 23, 2022.**
- VA and the survey contractor are instituting a Quality Assurance process to ensure future results are accurate and reflective of the hard work SSVF Grantees accomplish each and every day.



# 1<sup>ST</sup> QUARTER REPORT ERROR – QUESTION 6

How satisfied are you with the courteousness of the staff person that you initially spoke with when you contacted the provider?

	COUNT	Gty.%	Nat. %
TOTAL:	18	100%	100%
Very dissatisfied	12	67%	58%
Dissatisfied	2	11%	14%
Neither satisfied nor dissatisfied	1	6%	8%
Satisfied	0	0%	5%
Very satisfied	3	17%	15%
Refused	0	0%	0%

Very Satisfied

Satisfied

Neither satisfied or dissatisfied

Dissatisfied

Very dissatisfied



# 1<sup>ST</sup> QUARTER REPORT ERROR – QUESTION 7

How satisfied are you with the courteousness of the staff person that you dealt with most often while you were working with this provider?

	COUNT	Gty.%	Nat. %
TOTAL:	18	100%	100%
Very dissatisfied	10	56%	60%
Dissatisfied	3	17%	13%
Neither satisfied nor dissatisfied	1	6%	9%
Satisfied	1	6%	5%
Very satisfied	3	17%	13%
Refused	0	0%	0%

Very Satisfied

Satisfied

Neither satisfied or dissatisfied

Dissatisfied

Very dissatisfied



# 1<sup>ST</sup> QUARTER REPORT ERROR – QUESTION 8

How satisfied are you with the timeliness of communication with the staff person that you dealt with most often while you were working with this provider?

	COUNT	Gty.%	Nat. %
TOTAL:	18	100%	100%
Very dissatisfied	10	56%	58%
Dissatisfied	2	11%	14%
Neither satisfied nor dissatisfied	3	17%	9%
Satisfied	0	0%	7%
Very satisfied	3	17%	13%
Refused	0	0%	0%

Very Satisfied  
Satisfied  
Neither satisfied or dissatisfied  
Dissatisfied  
Very dissatisfied



## WHAT TO FOCUS ON

- Look for trends in your data
  - Few or no overall responses?
  - Are customer service satisfaction responses largely above average?
  - Are there gaps in services like involvement in a housing stability plan or enrollment in VA Medical Services?
  - Do comments reflect overall satisfaction, or do they highlight areas to focus improvements on?



- **Ways to increase registrations and responses**
  - Ensure staff buy in – Regularly message the importance of the survey agencywide
  - Share ways to talk about the survey to Veterans
    - It's completely confidential, even from agency leadership
    - It will drive future SSVF services and processes
      - If you create a formal review & improvement process, share what that is
    - It's a way to celebrate providers for a job well done or highlight areas a provider may need to address
    - Consider a handout highlighting benefits of taking the survey as part of your written packet/paperwork to Veteran participants



- Ways to increase registrations and responses (cont.)
  - Create as part of your exit procedures a checklist ensuring all grantees are registered
    - Printout of registration in file
    - Consider a second reviewer (supervisor) of exit paperwork to ensure registration occurred
  - Focus on ways to promote survey completions
    - Create a quiet, confidential space at your agency
    - Or bring a laptop to the Veteran
    - Build in time to allow survey completion
    - Consider offering food, water, snacks (not paid for by SSVF 😊)



- Consider formalizing a survey review and improvement process
  - Form a Review Committee to regularly assess trends in your reports
    - Consider diverse blend of leadership, frontline, and Veteran members
    - Create ways to recognize staff for jobs well done
    - Formalize improvement process for service gaps and areas of concern
    - Re-evaluate effectiveness of changes made in future meetings
    - Add this process within your agency's written Policies/Procedures



## SSVF GRANTEE BEST PRACTICE

Robert O'Donnell-SSVF Program Manager  
Economic Opportunity Council of Suffolk, Inc.

Rachel Runfola, Director  
Veteran Programs, Community Service Council



# **CSC SSVF Customer Satisfaction Survey Review**



**Rachel Runfola, Director  
Veteran Programs, Community Service Council**



# CSC SSVF Customer Satisfaction Survey Review



- ▶ **Veteran Outreach – Consistent with immediate follow through**
- ▶ **Set expectations early**
- ▶ **Return phone calls expeditiously**
- ▶ **Always treat the veteran with courtesy and respect**



# CSC SSVF Customer Satisfaction Survey Review



- **Intake:** The SSVF Customer Satisfaction Survey availability is reviewed with the veteran during the intake appointment.
- **Discharge:** The survey phone number and reference number are provided on the discharge letter sent to each veteran upon discharge from the program.



Robert O'Donnell-SSVF Program  
Manager

# Economic Opportunity Council of Suffolk, Inc.

## Veteran Satisfaction Survey Procedure

- During the initial meetings with participants, we provide an overview of the program, and highlight our procedures to discharge, and at that time we inform participants that at the close of the program they will be prompted to take a survey.
- During case conferences, which are facilitated by the senior CM weekly, participants progress, and impending discharge are discussed.
- Participants upon discharge are registered to take the Veterans Satisfaction Survey.
- After being registered for survey, CM's follow up with a phone call to inquire of the status of completion.
- Prior to discharge there are levels of review that audit the participants chart, to ensure proof of registration, if necessary follow up calls are made to the households.



# RESOURCES

- Regional Coordinator
- Veteran Satisfaction Survey update on registration: [https://www.va.gov/HOMELESS/ssvf/docs/Compliance\\_and\\_Survey\\_October\\_8\\_2021.pdf](https://www.va.gov/HOMELESS/ssvf/docs/Compliance_and_Survey_October_8_2021.pdf)
- Program Manager Academy 2021 [Customer Service Immediate Access, Triage and Response – YouTube](#)
- Team Aptive - Survey questions  
vassvf@forsmarshgroup.com or 888-669-6752



# QUESTIONS

- Q & A



# HMIS 101

# Presenters

**Mark Silverbush,  
Associate, Abt Associates**

**Mary Schwartz  
Sr. Associate, Abt Associates**

**Genelle Denzin  
Associate, Abt Associates**



# Agenda

- **Welcome**
- **What is HMIS?**
- **Roles & Responsibilities**
- **Data Quality Checks**
- **Q & A**



# What is HMIS?



- Homeless Management Information Systems (HMIS):
- A set of Data Standards developed by HUD & its federal partners (including VA) to drive software development for community-based implementations from for-profit companies
  - Every two years, HMIS Data Standards are updated to reflect current collection and reporting needs from Federal Partners
- A local software used by grantees to enter data into for client service provision, coordinated care, and submitting reports per grant requirements
  - Continuums of Care (CoC) can change software and even HMIS Lead organizations at any time to better meet their needs locally

# Roles and Responsibilities - Local



## SSVF Grantee HMIS Staff

Enter data

Check data quality  
using local reporting

Prepare & upload

## SSVF Grantee Manager

Check data quality

Prepare & upload

Troubleshoot  
rejections and data  
quality issues

## HMIS Lead

Establish projects and  
SSVF workflow in  
HMIS

Train local users to use  
HMIS, usually with  
additional training for  
SSVF users

Respond to issues with  
local set up/data  
quality/upload  
rejections

## HMIS Vendor

Usually a for-profit  
company that  
provides HMIS  
software and support  
to HMIS Leads

Creates and maintains  
HMIS CSV Export

Responsible for  
keeping the HMIS CSV  
Export HUD-compliant

# Roles and Responsibilities – National



## SSVF HMIS Technical Assistance

Establish projects in  
SSVF Repository

Approve Repository  
user access and  
changes

Respond to issues with  
data quality/ upload  
rejections in repository

Create national  
guidance and reports

## SSVF Regional Coordinator

Monitor data uploads  
& quality issues

Respond to issues with  
missing uploads

## SSVF Program Office

Set Program Guidance

Establish data quality  
rules/regulations

Oversee SSVF HMIS  
Repository

# HMIS Data Elements & Standards



- Universal – data captured on all clients
- Common – data captured on all project enrollments
- VA-Specific – data captured for any SSVF-funded project
- The [VA Data Guide](#) tells you everything you need to know about the who, what, when, where and why of each data element.
- Any data quality checking or report requirements are following the VA Data Guide rules for data collection & reporting

# Data Quality Practices



## Your CoC's Data Quality Plan

- Follow your CoC's Data Quality Plan
- Addresses completeness, accuracy, timeliness

## Organizational Data Quality Plan

- Optionally, create a separate plan to address:
  - Roles and responsibilities
  - Reporting schedule
  - Data Quality Review planning
  - Set a timeline of activities

# Data Quality Reporting Tools



## Reports Created Locally

- HMIS Data Quality Report
- SSVF Data Quality Summary Report\*



## Reports from VA

- Data Quality Summary Report
- Data Quality Details Report
  - Monthly Report

\*Some HMIS vendors have used the [SSVF's Data Quality Summary Report Documentation](#) to program their own local version of this report.

# SSVF Report: Data Quality Summary Report



- **From:** The email will come from the Repository <noreply@va.gov> email address.
- **When:** The report is emailed to uploaders, immediately after successful uploads.
- **Body of the Email:** Starts with upload name and validation information, ends with table of 56 data quality issue checks...
- **Number of Emails:** You will receive one email for each upload.

Index 12: **EmploymentEducation.csv** [99 rows found in the file.]

- **Data insert Successful.**

Index 13: **Enrollment.csv** [99 rows found in the file.]

- **Data insert Successful.**

\* SSVF-EP73bosd-RRH-2019-02-09T17\_13\_52.zip with file id ID 71937 has been inserted successfully to database.

\* Program Status has been updated as completed.

**The upload was successful and the data has been accepted.**

#### [ Data Summary ]

	[ Field ]	[ Checked For ]	[ Records ]	[ Issues ]	[ Score ]
1	Social Security Number (SSN)	: All clients	: 98	: 0	: 100.0000%
2	Veteran SSN	: Veterans	: 62	: 0	: 100.0000%
3	Date of Birth	: All	: 98	: 0	: 100.0000%
4	Gender	: All	: 98	: 0	: 100.0000%

# Data Quality Summary Report



- **Field:** The quality check's data element or issue.
- **Checked For:** Identifies which client records are included in the check; population
- **Records:** Shows the number of records being checked; denominator
- **Issues:** Identifies which client records would cases an issue to be flagged; numerator
- **Score:** Issues ÷ Records; high scores = good data quality
  - **100% requirement:** Veteran SSN, Veteran Status, Veteran under 18, Duplicate enrollment, Move in date before project start, Move in data after exit
  - **95% requirement:** For other errors (not for warnings)

The upload was successful and the data has been accepted.

## [ Data Summary ]

	[ Field ]	[ Checked For ]	[ Records ]	[ Issues ]	[ Score ]
1	Social Security Number (SSN)	: All clients	: 98	: 0	: 100.0000%
2	Veteran SSN	: Veterans	: 62	: 0	: 100.0000%
3	Date of Birth	: All	: 98	: 0	: 100.0000%
4	Gender	: All	: 98	: 0	: 100.0000%

# Data Quality Summary Report



- **Guide:** [SSVF Data Quality Summary Report Documentation \(5/2021\)](#)
- **Error:** An error issues indicates that every item needs to be fixed to meet SSVF requirements.
  - **Example:** For a Veteran to be enrolled in SSVF, they must provide a valid Social Security Number (SSN) to the grantee. Therefore, all missing or invalid Veteran SSNs would be counted as errors.
- **Warning:** Indicates possible issues with submitted data.
  - General expectation , SSVF expects a 95% score for each of these checks
  - Some refusals/don't knows are ok
  - Documentation of warning information needed if rates are below 95%
    - Example: Clients enrolled more than 2 years

**The upload was successful and the data has been accepted.**

**[ Data Summary ]**

	[ Field ]	[ Checked For ]	[ Records ]	[ Issues ]	[ Score ]
1	Social Security Number (SSN)	: All clients	: 98	: 0	: 100.0000%
2	Veteran SSN	: Veterans	: 62	: 0	: 100.0000%
3	Date of Birth	: All	: 98	: 0	: 100.0000%
4	Gender	: All	: 98	: 0	: 100.0000%

# SSVF Report: Data Quality Details Report



- **From:** The email will come from the [vaphcsqlhmi200@va.gov](mailto:vaphcsqlhmi200@va.gov) email address.
- **When:** The report is emailed to uploaders, immediately after successful uploads.
- **Subject Line:** HMIS Files
- **Body of the Email**
  - Upload name
  - Specifies identifying information for each issue in the Data Quality Summary Report
- **Number of Emails:** You will receive one email for each upload.

(1 rows affected)		
program_name		
-----		
Soldier On of Delaware, Inc. (13-NY-121)		
(1 rows affected)		
file_name		
-----		
SSVF_CSV_Export637588252011427854.zip		
(1 rows affected)		
upload_date		
-----		
2021-06-09 10:50:37.880		
(1 rows affected)		
QueryName	enrollmentid	PersonalID
-----		
1.SSN Missing 82872		58924
1.SSN Missing 82900		58940
1.SSN Missing 84663		59861
1.SSN Missing 84664		59862

# Data Quality Details Report



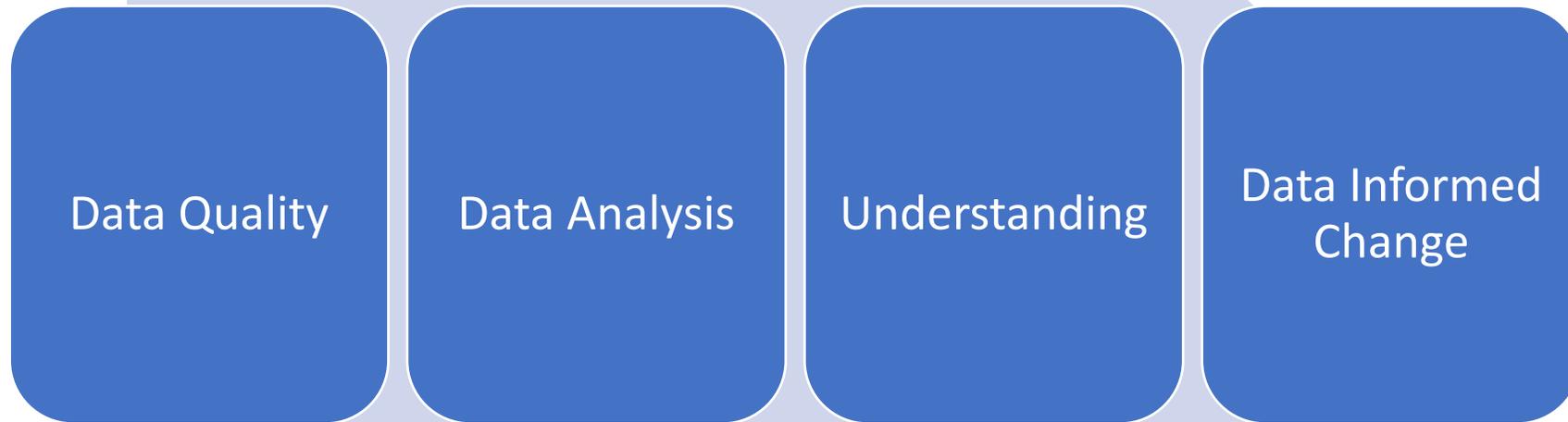
QueryName enrollmentid	HouseholdID
43.No HOH 33453	28168
43.No HOH 33454	28168
43.No HOH 40977	34474
43.No HOH 73530	63618
43.No HOH 82900	72044
43.No HOH 83952	72990
43.No HOH 83953	72990
43.No HOH 86584	75460
43.No HOH 86585	75460
43.No HOH 86676	75539

(10 rows affected)

QueryName	EnrollmentID	projectid	personalid
45.Veteran Under 18 86584		182	3998
45.Veteran Under 18 86585		182	3981
45.Veteran Under 18 86884		182	60501
45.Veteran Under 18 86885		182	60502
45.Veteran Under 18 87572		182	53508
45.Veteran Under 18 87573		182	53509
45.Veteran Under 18 88437		182	53630
45.Veteran Under 18 88438		182	53631
45.Veteran Under 18 88933		182	61668
45.Veteran Under 18 88934		182	22770
45.Veteran Under 18 88935		182	61669

(11 rows affected)

# Getting to Data Informed Change



# Using SSVF Monthly Reports



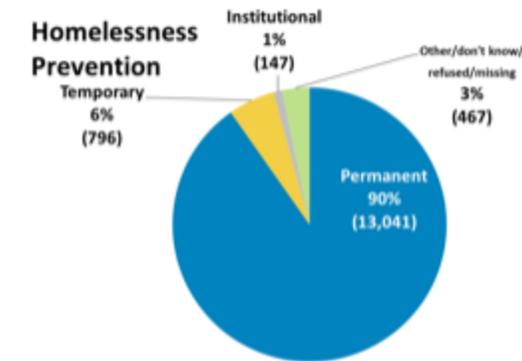
- Monthly Report Guide Includes
  - Information on accessing monthly reports, their purpose, and structure
  - Guide to every table
  - SSVF analyses with examples

# Using SSVF Monthly Reports



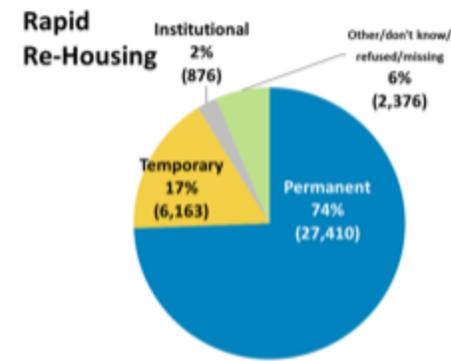
- Performance Analyses
  - A performance analysis can help grantees understand the strengths, weaknesses and opportunities for improving client outcomes.
  - Housing placements example:

Exhibit 4.2: Veteran Exits, by Housing Outcome and Assistance Type (FY 2019)



n=14,451

SOURCE: SSVF-HMIS Repository data.]



n=36,825

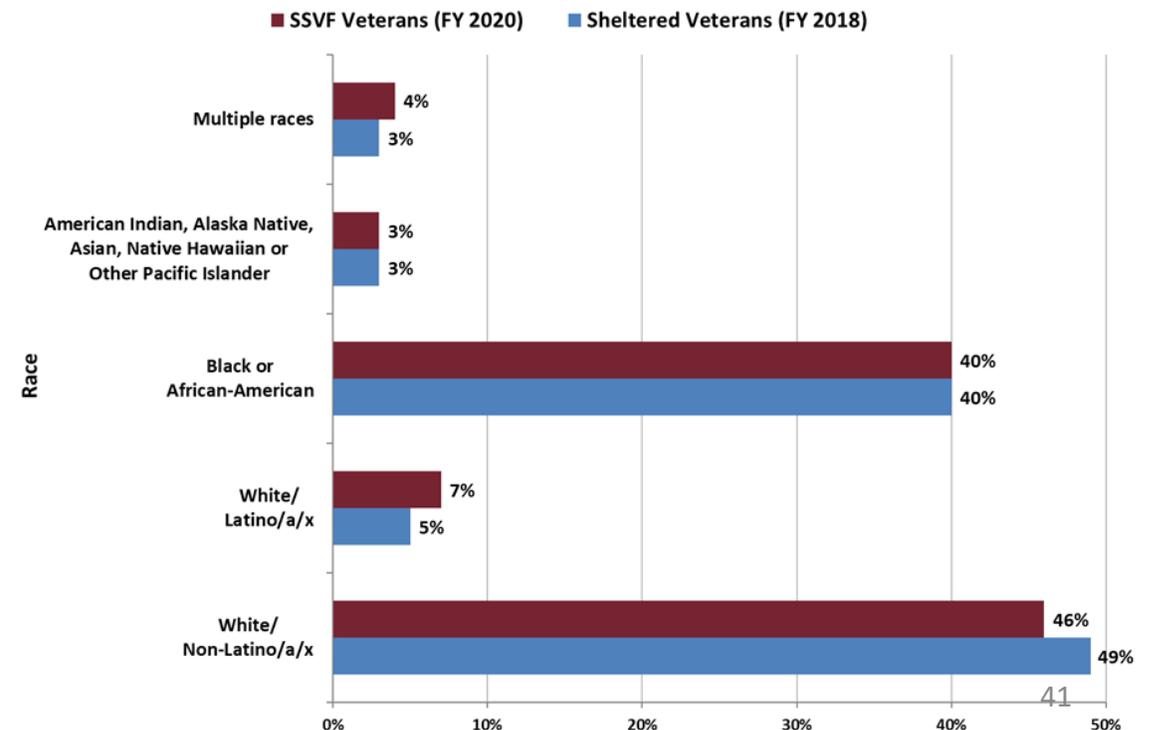
# Using SSVF Monthly Reports



- Equity Analyses

- Equity analysis can help grantees more proportionately enroll and serve SSVF clients. By analyzing SSVF Monthly Report data by race/ethnicity group, gender, disability, disability and age group, grantees can start to better understand the experiences of those groups, and promote fairness in services, practices, and outcomes.

- Enrollments by race example:



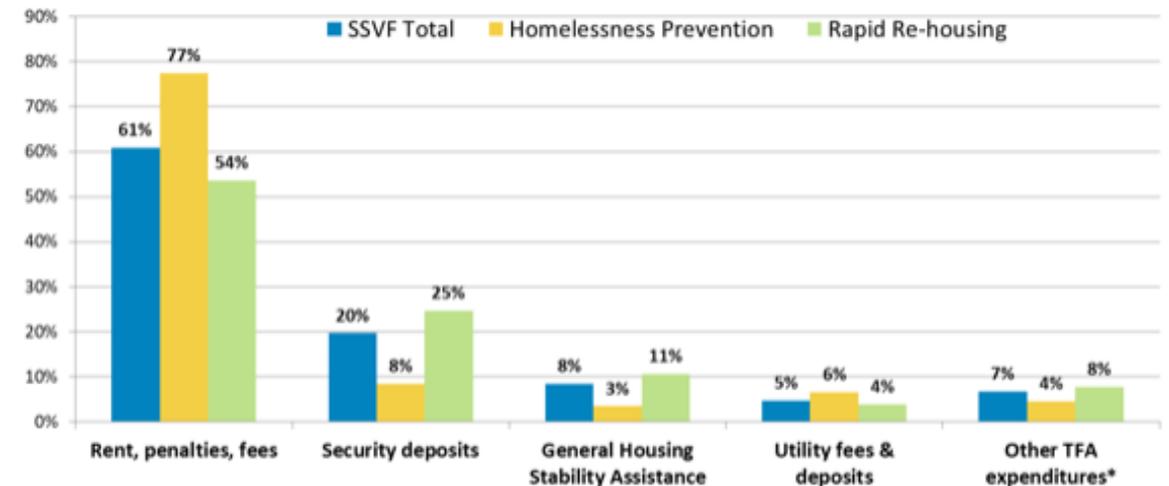
# Using SSVF Monthly Reports



- Usage Analyses

- To ensure the TFA and client services are being well utilized, grantees should track their usage throughout the year. That can help improve grantee planning efforts and improve staff's understanding of resource usage by Veteran households.
- TFA usage by assistance type:

Exhibit 2.3: TFA Expenditures, by Type (FY 2019)



\* Other TFA expenditures include transportation, emergency housing assistance, moving costs, child care, and other costs.

# Using Local Resources



- HMIS Leads can help round out your more immediate reporting needs:
  - Veteran-specific Active List within the Coordinated Entry system
  - Include veteran-specific data elements in any custom CoC-wide Data Quality reports (if they exist)
- CoC staff can provide support in other ways:
  - Maintain communications with your local [VAMC's Network Homeless Coordinator](#)
  - Attend Report Review sessions, as necessary

# Schedule Data Reviews



## •Before the Upload Period:

- Review local reports and SSVF Monthly Report

Edit/Update missing/incorrect HMIS data

Analyze and Share to appropriate stakeholders

## •During the Upload Period:

- Upload as early as possible, meet after initial upload

- Review Data Quality Summary Report

- Edit/Update any missing or incorrect data in HMIS, re-upload

# Data Review Process



- Commit to follow-up policy and practices discussions and actions
  - Identify meetings and partners for discussions
- Share your findings externally
- Understand, Analyze and Use your data to lead with social justice and equity.
  - Help ensure equity in referrals and placements, and performance improvements
- Incorporate Veterans with lived experience into your data review process
- Be a good Coordinated Entry System (CES) partner.
- Partner with agencies that are deeply connected within the communities. These partnerships can and should include non-traditional homeless services providers.

# Available Guidance



- **SSVF HMIS Guidance**
  - SSVF HMIS Technical Assistance
  - VA Data Guide
  
- **SSVF Data Quality Reports**
  - SSVF Data Quality Summary Reports Documentation
  
- **SSVF Performance, Demographic/Equity and Usage Data**
  - SSVF Monthly Reporting Guide
  
- **HUD/HMIS General Guidance**
  - HMIS Data Standards
  - HUD Exchange

# HMIS Technical Assistance



- **Local HMIS:** <https://www.hudexchange.info/grantees/contacts/>
- **Abt Associates:** [ssvfhmis@abtassoc.com](mailto:ssvfhmis@abtassoc.com)

# Q & A

